

State of California

Department of Education

LAST MINUTE MEMORANDUM

DATE: May 12, 2004
TO: **MEMBERS, STATE BOARD OF EDUCATION**
FROM: Geno Flores, Deputy Superintendent
Assessment and Accountability Branch
RE: Item No. 51
SUBJECT: California Technology Assistance Project

Attached is the summary report for the feedback on CTAP services for 2003-2004. Overall, regions reported the need for professional development to improve the (1) use of electronic learning resources; (2) use of achievement data analysis for school improvement; (3) use of hardware and telecommunications.

[Attachment 2](#): California Technology Assistance Project (CTAP) 2003-2004 Summary Report (17 pages)

California Technology Assistance Project (CTAP) Region 1 2003-2004 Summary Report

IV. Feedback on Annual Report of CTAP Services

A. Feedback and Results

Highlight types of feedback and results regarding services provided in your region July 2002-June 2003 and services planned for July 2003-June 2004.

We received very positive feedback from our clients on CTAP Region 1's efforts. They continue to be supportive of the existing services provided across the region. The majority of the feedback received was via a Web survey form. With CTAP leaders in each county, we continue to maintain a close relationship with the districts across the region.

The region's clients reported a high need for additional professional development in integration technology in the curriculum. They reported a high need for professional development in the area of technology support. The clients reported an appreciation of CTAP's efforts to make their services more accessible through the use of technology. Many districts are very small and very rural and it can be difficult to schedule region-wide events or meetings. The use of technology such as videoconferencing has made CTAP's services much more accessible.

B. Reporting Posting

State when and how the report was posted/circulated for comment and complete the table below.

The CTAP Region 1 implementation report was shared through a variety of means. It was posted to our web site on February 28th, 2004. It was also distributed via email, fax and postal mail to all districts in our region. Each county CTAP leaders also distributed the report within their existing distribution channels. Feedback was received through the CTAP Region 1 web site and a short survey form that respondents completed online. Additional feedback was received via telephone, email and in-person throughout the process.

Regional Report Response Demographics			
Number of Days Posted	30 days		
Total Responses Received	91		
Regional Report Response Demographics	Number in Region	Number Responding	% Received
CTAP Sub-Regions	5	5	100.0 %
County Offices of Education	5	5	100.0 %
Districts	105	56	53.3 %

CTAP Region 2 2003-2004 Summary Report

IV. Feedback on Annual Report of CTAP Services

A. Feedback and Results

The Region 2 survey requested respondents to rate the four focus areas of CTAP in order of importance based on their professional perspectives. Respondents were also given the opportunity to rate the supporting activities within each focus area.

In each of the focus areas, the activities rated most important were:

- Professional development regarding electronic learning resources that includes hands-on workshops to build teacher capacity in general technology applications and implementations.
- Professional development for hardware/telecommunications that provides industry standard training on network management and support:
- Professional development for school improvement, data analysis workshops focused on EduSoft, Just for the Kids, Edmin, DataQuest, and other education based data analysis tools:
- Coordination and funding support to assist districts with preparing grants for education technology funding.

Constituent Satisfaction

Region 2 constituents were also asked to provide anecdotal feedback expressing service satisfaction and suggestions for improving service. Those choosing to respond expressed strong levels of satisfaction with the services provided by the CTAP Region 2 office. Respondents, in their responses appreciated CTAP support, resources, workshops that assist districts with integrating technology. Suggestion for improvement include more distance learning, additional training, and training guidance for using appropriate models of integrating technology into the classroom.

B. Report Posting

Regional Report Demographics			
Number of Days Posted	31		
Total Number of Responses	122		
Regional Report Response Demographics	Number in Region	Number responding	% Received
CTAP Sub-Regions	N/A0	N/A	N/A
County Offices of Education	9	9	100%
Districts	135	46	35%

CTAP Region 3 2003-2004 Summary Report

IV. Feedback on Annual Report of CTAP Services

A. Feedback and Results

Highlight types of feedback and results regarding services provided in your region July 2002-June 2003 and services planned for July 2003-June 2004.

Feedback from clients regarding services provided in our region during the period July 2002- Dec 2003 has been positive. Almost 96 percent of participants have indicated that workshop contents and materials were useful to them.

From the survey responses and other feedback received we realized there was a large need for training in the use of technology to support adopted textbooks, most specifically reading programs. This feedback directed us to begin a major campaign of training in this area and we are continuing to develop additional training materials and

B. Report Posting

State when and how the report was posted/circulated for comment and complete the table below.

The CTAP Region 3 mid-year report was posted on the CTAP Region 3 web site (with a link to the report and the feedback form from the home page). Notices of this posting were sent in our monthly mailings to all schools in the region as well as to email listservs. The report was posted on Feb 26, 2006 at the same time as the report was submitted to the CDE, along with an online feedback form.

Regional Report Response Demographics			
Number of Days Posted	30 days		
Total Responses Received	254		
Regional Report Response Demographics	Number in Region	Number Responding	% Received
CTAP Sub-Regions	0	0	0%
County Offices of Education	10	9	3%
Districts	88	245	97%

CTAP Region 4 2003-2004 Summary Report

IV. Feedback on Annual Report of CTAP Services

A. Feedback and Results

Tables 1-3, below, show respondents' average ratings on a series of questions that asked them about their reactions to CTAP Region IV's Implementation Report. On a scale from 1 to 4 (where 1 = Very Unsatisfied to 4 = Very Satisfied), the mean scores show that respondents were satisfied with CTAP's services, its progress toward stated objectives, and the evaluation process CTAP uses. Respondents were most satisfied with how well CTAP had progressed toward its Year 1 objectives (M=3.48). The lowest mean score (M=3.21) was given for the Hardware and Telecommunications pillar, but respondents were still satisfied with CTAP's services in this area.

B. Reporting Posting

The table below describes the number of days that district representatives could respond online to the Implementation Report and the response rate from Region IV districts during that time period.

Regional Report Response Demographics			
Number of Days Posted	50 days		
Total Responses Received	70		
Regional Report Response Demographics	Number in Region	Number Responding	% Received
County Offices of Education	7	7	100%
Districts	91	54	59%
Unidentified responses		7	

Table 1: General Reactions to CTAP Services

Questions	Mean (N=70)
What is your general reaction to CTAP services described in Year 1 (July 1,2002-June 30, 2003)?	3.43
What is your general reaction to CTAP services described in Year 2 (July 1,2003-June 30, 2004)?	3.43

Scale: 1=Very Unsatisfied; 2=Unsatisfied; 3= Satisfied; and 4= Very Satisfied

Table 2: Reactions to CTAP Services in the Four Pillar Areas

Pillars	Mean (N=70)
Professional Development and Learning Resources	3.38
Hardware and Telecommunications	3.21
Data Management for School Improvement	3.31
Funding and Coordination	3.45

Scale: 1=Very Unsatisfied; 2=Unsatisfied; 3= Satisfied; and 4= Very Satisfied

Table 3: Satisfaction Level with CTAP's Progress and Processes

Questions	Mean (N=70)
How satisfied were you with CTAP's progress toward its objectives for Year 1?	3.48
How satisfied were you with CTAP's progress toward its objectives for Year 2?	3.46
How satisfied were you with CTAP's evaluation process of its services?	3.40

Scale: 1=Very Unsatisfied; 2=Unsatisfied; 3= Satisfied; and 4= Very Satisfied

CTAP Region 5 2003-2004 Summary Report

IV. Feedback on Annual Report of CTAP Services

A. Feedback and Results

Based on the feedback received it is clear that CTAP Region 5 is providing the services that districts need and that the services are of high quality. CTAP services in all four program areas received an average score above four on a five point scale on our service evaluation survey. Even with staff shortages early in the year due to an uncertain budget, it is clear that Region 5 will come close to meeting all of our program goals and objectives for the year. The Advisory Council will be reviewing the evaluation data at the May meeting and will consider any midyear corrections on the implementation of the regional plan. In order to better serve the districts and schools in the region, the following areas will be considered by the Advisory Council for future activities.

- To update the Region 5 Web site to better coordinate with districts and county offices and improve the communication about CTAP activities.
- To continue to develop resources on our Region 5 Online professional development system and to build capacity at school sites to use those resources for professional development.
- To provide additional services and resources to schools in the areas of technical support and network security.
- To provide additional training and support to districts in the area of data management.

B. Report Posting

The Region 5 Implementation Report with feedback forms was posted on the CTAP 5 web site as a PDF file on February 27, 2004 and was available online through April 4, 2004 (37 days). An e-mail message announcing the report was sent to technology coordinators and CTAP contacts at all 87 districts throughout the region. Included in that message was information about our need to collect comments from client districts, a link to the CTAP 5 Web site and survey and an attached PDF version of the implementation report. Finally, district personnel were provided hard copies of the report at technology coordinator and grant coordination meetings during the month of March. The timing for collecting regional feedback through another survey was problematic for many districts. At the same time we were requesting survey feedback, they were also trying to complete their school technology surveys. This led to the relatively low number of responses.

The CTAP Action Team, Advisory Council and Executive Committee review feedback from target clients. Based upon an analysis of the feedback from districts, the Action team will adjust, as necessary, the implementation of the CTAP plan. The changes suggested by the Action Team will be brought to the

Advisory Council for review and comment. If necessary, adjustments will be made to the regional plan and Form F changes will be submitted to CDE.

<i>Regional Report Response Demographics</i>			
Number of Days Posted	37 days		
Total Responses Received	39		
Regional Report Response Demographics	Number in Region	Number Responding	% Received
CTAP Sub-Regions	3	3	100 %
County Offices of Education	4	4	100 %
Districts	87	32	36%

**CTAP Region 6
2003-2004 Summary Report**

IV. Feedback on Annual Report of CTAP Services

A. Feedback and Results

Highlight types of feedback and results regarding services provided in your region July 2002-June 2003 and services planned for July 2003-June 2004.

Approximately 70 percent of the 66 school districts provided responses to an open-ended survey designed to document reactions to four areas of service offered by CTAP 6, professional development and learning resources, hardware and telecommunications infrastructure, professional development in school management, and coordination with federal, state and local programs funding. Feedback from clients regarding services provided in our region during the period July 2002-December 2003 have been positive. Over 95 percent of participants indicated that workshop contents and materials were useful to them.

From the survey responses and other feedback received, we realized that there is still a need for assistance and training in Internet access to rural schools and homes, and more training on the management of standards-based assessments. In addition, support that CTAP 6 should consider reducing travel time for meetings and events through the use of teleconferencing and finding ways to generate more forms that can be completed online.

B. Report Posting. State when and how the report was posted/circulated for comment and complete the table below.

The CTAP 6 Summary Report was posted from February 27, 2004-March 30, 2004 for client feedback on the CTAP 6 Web page with an online response form. The report was mailed to district superintendents along with the information circulated through the CTAP 6 listservs for clients to provide feedback to the report and CTAP 6 services in general.

Regional Report Response Demographics			
Number of Days Posted	30 days		
Total Responses Received	70		
Regional Report Response Demographics	Number in Region	Number Responding	% Received
CTAP Sub-Regions	5	5	100%
County Offices of Education	5	5	100%
Districts	66	66	100%

CTAP Region 7 2003-2004 Summary Report

IV. Feedback on Annual Report of CTAP Services

A. Feedback and Results

Even though the response was not as large as we would've liked, the feedback was diverse, including responses from site and district personnel, county offices of education and county superintendent. Overall the comments from the mid-year report was consistent with the feedback we have been receiving from our county advisory boards. In the Overview section we received three responses, including: *"The governance structure appears to be working well."* And *"...Our region representative has also been very helpful with technical assistance in filing out our teacher and district proficiency surveys. Finally, we have also gotten assistance when needed on developing and updating our tech plan."* Two of the responses we received mentioned that an online student data evaluation tool should be an area that we need to focus on for the next year. In the area Learning Resources, the general opinion was that we focus more of our attention on the core curricular areas.

B. Report Posting

The midyear report was posted on March 1, 2004, on our Web site (http://www.ctap7.org/2003-04_MYR.htm). Comments were collected via an online form with all responses were sent to us in an email. In order to make the experience as easy as possible, the comment boxes were placed to the right of each segment. On March 30, the end of the survey period, we stopped collecting responses; however the form is available if anyone wished to comment on the report.

Regional Report Response Demographics			
Number of Days Posted	30		
Total Responses Received	5		
Regional Report Response Demographics	Number in Region	Number Responding	% Received
CTAP Sub-Regions	6	3	50%
County Offices of Education	6	2	33%
Districts	135	3	2%

CTAP Region 8 2003-2004 Summary Report

IV. Feedback on Annual Report of CTAP Services

A. Feedback and Results

Feedback was received from teachers (45), administrators (14), college and university professors (1), technology coordinators (6), paraprofessionals (2) and others (2). The feedback was gathered throughout the region. Based on the responses from the clients, satisfaction appears to be high; however, the region anticipates continuing their efforts to determine need and provide services on a more regional basis to increase equity of service across the region. During a regional videoconference on April 1st, the council discussed the results and how it applies to the current plan. All members gave input and modifications were made to upcoming activities and plans for next year.

After looking at the numerical results of the survey and the comments, Region 8 staff plans to put extra emphasis in 3 key areas. First, CTAP staff will continue to provide more opportunities for remote workshops. Videoconferencing is being used to reach out to the remote locations. CTAP staff is working to expand the number of locations in the upcoming year. Also, CTAP TechMentors are being recruited in the outlying areas to promote training opportunities. Second, the region continues to work with administrators through our AB 75 training. From the survey comments, staff needs to continue to expand our work with administrators. Teachers need administrator support for the use of technology in the curriculum. The work through AB 75 and the Private School Principal Academy has helped in fostering this administrator support. Finally, Region 8 CTAP wants to support teachers as they become "highly qualified." CTAP staff is collaborating with the BTSA programs in our region to help these teachers complete their credentials. The new HOUSSE requirements are being reviewed and the region wants to collaborate with districts as they implement this system with their teachers.

B. Report Posting

Feedback on the implementation report consisted of 70 separate feedback responses that covered each aspect of the report. The report was posted on the Region 8 Web site along with the feedback survey. Various e-mail lists and county meetings were utilized to inform over 1500 people that the report was available for review and comment. Hard copies of the survey (including URL of where the entire report could be found) were given to school districts in the region, as well as the Region 8 advisory committees, each county superintendent of schools in the region and the Region 8 Curriculum and Instruction Steering Committee. Each member of the Region 8 CTAP council was given a copy of the results.

Regional Report Response Demographics			
Number of Days Posted	30		
Total Responses Received	70		
Regional Report Response Demographics	Number in Region	Number Responding	% Received
CTAP Sub-Regions	4	4	100 %
County Offices of Education	4	4	100 %
Districts	110	46	42 %

CTAP Region 9 2003-2004 Summary Report

IV. Feedback on Annual Report of CTAP Services

A. Feedback and Results

The Region 9 survey asked respondents to provide anecdotal feedback expressing service satisfaction and suggestions for improving service. Those choosing to respond expressed strong levels of satisfaction with the services provided by CTAP Region 9. Respondents, in their responses appreciated CTAP support in the following areas:

- Professional development to build teacher capacity in technology applications and resources for effective classroom integration.
- Professional development to build technology support staff skills in network management and support.
- Professional development supporting the development of district technology plans for state and federal funding, including EETT and Erate.
- Support for school and district completion of the CTAP² and School Technology Surveys.

Suggestion for improvement focused on the combining of the School Technology Survey and the CBEDS computer inventory data collection efforts.

B. Report Posting

Requests were made to regional contacts via email and direct presentation to review the CTAP 9 2003 – 2004 Summary Report of Services and to provide feedback. Members of various sub-regional agencies were also contacted, asked to review the plan and to provide feedback. Emails were sent out on the following dates requesting input and feedback on the Summary Report: February 27th, March 1st, March 3rd, March 10th, March 22nd, March 24th, March 29th and March 30th. In addition, the report was shared and input requested in face-to-face meetings with the following groups:

- San Diego's Superintendent's Technology Advisory Committee (STAC) February 6th and March 26th
- San Diego's Educational Technology Support Network (ETSN) February 6th and March 26th
- Imperial County's Educational Technology Advisory Committee (Desert Alliance Technology Educators (DATE, formerly ICETAC) March 24th
- Imperial County's Project Directors, K-12 Principals, Curriculum Directors, and Gen Y Teachers, March 11th
- Orange County's District Technology Leaders, March 15th

Regional Report Response Demographics			
Number of Days Posted	30 days		
Total Responses Received	24		
Regional Report Response Demographics	Number in Region	Number Responding	% Received
CTAP Sub-Regions:	2	2	100%
County Offices of Education	3	2	66.7%
Districts	85	19	22.4%

CTAP Region 10 2003-2004 Summary Report

IV. Feedback on Annual Report of CTAP Services

A. Feedback and Result

The feedback we received was based upon each of the four program areas and the objectives and benchmarks within.

Professional development and learning resources related to using technology as a tool to improve teaching

The feedback we received for this section was typically responding to specific professional development opportunities that individuals had participated in. Of special note were references to the DTL programs and their effectiveness in Inyo and Mono Counties. Other references included descriptions of people who had utilized our VTC online learning environment.

Professional development and support related to hardware and telecommunications infrastructure design, implementation, and sustainability

Most comments in this section reflected information about how CTAP had assisted their district in the creation and approval of their District Technology Plan.

Professional development and support related to using technology as a tool to improve school management, including pupil record keeping and tracking related to pupil instruction and data driven decision-making

The typical response in this program area revolved around the use of CTAP². Love it, or hate it, it really does get people's attention. Our CTAP² regional administrator has done a very effective job of working with both district and site contact people and the feedback definitely backed that up. One thing that surprised us in this area was the number of teachers who commented that their site administrators either had attended or would be attending an AB 75 workshop put on by RIMS CTAP. This is also probably a connection through CTAP².

Funding and coordination with other federal, state, and local programs

The feedback we received in this section fell into two categories. Many comments directed appreciation to CTAP for their assistance in writing tech plans and grants that brought dollars to their schools or districts. Other typical comments spoke to the issue of needing additional funds and hardware. This is to be expected.

B. Report Posting

Our report was posted on our RIMS CTAP Web site on February 27, 2004. Those providing feedback were required to "login" in the sense that they

provided their job position, their district and their county location. No names were requested. The format we chose for posting our report was to imbed the comment sections into each of the four program areas and the budget. Feedback was provided in a narrative format.

Although the report was posted on Friday, February 27th, we waited until Monday, March 1st to send out the notification to our email listserv that is utilized for our RIMS CTAP electronic newsletter. Throughout the month of March, we sent out reminders to our listserv that the report was posted and we provided a link to this online report. We were disappointed by the low number of responses but decided not to make a more aggressive push to solicit feedback since we were already in the middle of pushing our schools to do the Technology Survey and CTAP². I believe that this problem will be mitigated in future years since we will be posting our annual summary reports in the Fall of each year.

Regional Report Response Demographics			
Number of Days Posted	30 days		
Total Responses Received	32		
Regional Report Response Demographics	Number in Region	Number Responding	% Received
CTAP Sub-Regions	N/A	N/A	%
County Offices of Education	4	4	100%
Districts	66	22	33%

CTAP Region 11 2003-2004 Summary Report

IV. Feedback on Annual Report of CTAP Services

A. Feedback and Results

Highlight types of feedback and results regarding services provided in your region July 2002 – June 2003 and services planned for July 2003 – June 2004. Overall, client districts agreed that planned objectives for the region are meeting their local needs. Concurrently, the descriptions of services adequately reflect the activities taking place in their sub-regions. Some comments and suggestions include:

- Continuing support from LACOE with regards to on-site staff development for teachers.
- *CTAP's assistance in the staff development portion of EETT grant application was essential to our program.*
- *Keep updating CTAP Online coursework.*
- *CTAP Region 11 is doing a fantastic job, especially given the enormous number of districts and students within the region.*
- *High-end technology seminars are needed for district staff to comply with NCLB needs.*
- *Better publicity of CTAP offerings is needed districts are not sharing the information adequately.*

B. Report Posting

CTAP Region 11's implementation report was circulated online at <http://ctap.lacoe.edu> and electronic copies were distributed by e-mail to ETAC members. The "URL" for the posting of the report was distributed in print and via e-mail requesting feedback from district personnel, administrators and teachers. The target audience for this feedback was those clients who have participated in staff development opportunities and taken advantage of the resources and services provided from this grant. Follow-up calls and e-mails to districts were utilized to encourage review of the report and responses. Hard copies of the report were distributed at scheduled training sessions and at EETT information meetings. Copies of all feedback received.

Regional Report Response Demographics			
Number of Days Posted	30		
Total Responses Received	47		
Regional Report Response Demographics	Number in Region	Number Responding	% Received
CTAP Sub-Regions (if appropriate)	15	15	100%
County Offices of Education	1	1	100%
Districts	81	47	58%